



Your business  
is our business.

7852 Walker Drive, Suite 200  
Greenbelt, Maryland 20770  
phone: 301-459-7590, fax: 301-577-5575  
internet: [www.jsitel.com](http://www.jsitel.com), e-mail: [jsi@jsitel.com](mailto:jsi@jsitel.com)

June 24, 2015

ACCEPTED/FILED

JUN 24 2015

Federal Communications Commission  
Office of the Secretary

**VIA HAND DELIVERY**

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

Re: **WC Docket No. 14-58**  
**2015 ETC Annual Report of Hancock Communications, Inc.**  
**Study Area Code 329007**

Dear Ms. Dortch:

On behalf of Hancock Communications, Inc., JSI files the attached confidential and redacted versions of the FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission's rules.<sup>1</sup> Also attached is a letter requesting confidential treatment of section 54.313(a)(2) outage reporting under Sections 0.457 and 0.459.<sup>2</sup> The redacted version is also being filed this date via the FCC's Electronic Comment Filing System.

Please direct any questions regarding the filing to the undersigned.

Sincerely,

John Kuykendall  
JSI Vice President  
301-459-7590  
[jkuykendall@jsitel.com](mailto:jkuykendall@jsitel.com)

No. of Copies rec'd  
List ABCDE

0+3

<sup>1</sup> 47 C.F.R. §§ 54.313, 54.422.

<sup>2</sup> 47 C.F.R. §§ 0.457, 0.459.



Your business  
is our business.

7852 Walker Drive, Suite 200  
Greenbelt, Maryland 20770  
phone: 301-459-7590, fax: 301-577-5575  
internet: www.jsitel.com, e-mail: jsi@jsitel.com

June 24, 2015

ACCEPTED/FILED

JUN 24 2015

Federal Communications Commission  
Office of the Secretary

**Via Hand Delivery**

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

**Re: WC Docket No. 14-58  
2015 ETC Annual Report of Hancock Communications, Inc.  
Study Area Code 329007  
Request for Confidentiality**

Dear Ms. Dortch:

John Staurulakis, Inc. ("JSI"), on behalf of its client, Hancock Communications, Inc. ("Hancock" or "the Company"), hereby requests, pursuant to Sections 0.457 and 0.459 of the Commission's rules,<sup>1</sup> withholding from public inspection certain information contained in an attachment to the report submitted in fulfillment of the above-referenced reporting requirement. The Company provides the following in support of its request, numbered consistent with the subparagraphs of Section 0.459(b).<sup>2</sup>

1. The information for which the Company is seeking confidential treatment is an attachment to the Company's annual reporting information pursuant to Sections 54.313 and 54.422 of the Commission's rules ("Report").<sup>3</sup>
2. Eligible Telecommunications Carriers ("ETCs") must file with the Commission the reporting information which is contained in the attachment to the Report pursuant to Sections 54.313 and 54.422.
3. The information contained in the attachment to the Report for which Hancock seeks the withholding from public inspection is data pertaining to the Company's outages provided at FCC Form 481 attachment Line 200, Service Outage Reporting. Information of this nature is confidential commercial information routinely withheld from public inspection.

<sup>1</sup> 47 C.F.R. §§ 0.457, 0.459.

<sup>2</sup> 47 C.F.R. § 0.459(b)(1) through (9).

<sup>3</sup> 47 C.F.R. §§ 54.313, 54.422.

Echelon Building II, Suite 200  
9430 Research Blvd., Austin, TX 78759  
phone: 512-338-0473, fax: 512-346-0822

Eagandale Corporate Center, Suite 310  
1380 Corporate Center Curve, Eagan, MN 55121  
phone: 651-452-2660, fax: 651-452-1909

6849 Peachtree Dunwoody Road  
Bldg. B-3, Suite 200, Atlanta, GA 30328  
phone: 770-569-2105, fax: 770-410-1608

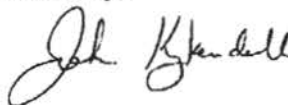
547 South Oakview Lane  
Bountiful, UT 84010  
phone: 801-294-4576, fax: 801-294-5124

REDACTED - FOR PUBLIC INSPECTION

4. With respect to identifying the degree to which the attachment concerns a service that is subject to competition, the information pertains to the network and operations of a telecommunications company that has competitors that could benefit if they were able to have access to this information.
5. With respect to identifying possible exposure to competitive harm, the information contained in the attachment is information that is not customarily released to the public. Because the telecommunications market is highly competitive, release of this information could substantially harm the Company's telecommunications business.
6. With respect to steps the Company has taken to ensure against unauthorized disclosure of the information contained in the attachment, the Company is filing the attachment under seal.
7. Any previous versions of this information are not publicly available.
8. Because the information is not routinely available, a need exists for maintaining the confidentiality of this information permanently.
9. The Commission has previously concluded that there is a presumptive likelihood of substantial competitive harm from disclosure of outage information.<sup>4</sup> The Commission also determined the disclosure of outage reporting information to the public could present an unacceptable risk of more effective terrorist activity and could therefore result in potential harm to the public and the national defense.

Based on the preceding, JSI respectfully requests on behalf of the Company that the Commission grant confidential treatment under Section 0.459 to FCC Form 481 attachment at Line 200, Service Outage Reporting. Please contact the undersigned with any questions regarding this request.

Sincerely,



John Kuykendall  
JSI Vice President  
301-459-7590  
[jkuykendall@jsitel.com](mailto:jkuykendall@jsitel.com)

---

<sup>4</sup> See *In the Matter of New Part 4 of the Commission's Rules Concerning Disruptions to Communications*, ET Docket No. 04-35, *Report and Order and Further Notice of Proposed Rulemaking*, FCC 04-188, rel. Aug. 19, 2004, para. 45.



<010> Study Area Code 329007  
<015> Study Area Name HANCOCK COMMUNICATIONS, INC.  
<020> Program Year 2016  
<030> Contact Name: Person USAC should contact with questions about this data Kim Gerard  
<035> Contact Telephone Number: 3173232105 ext. Number of the person identified in data line <030>  
<039> Contact Email Address: Email of the person identified in data line <030> kgerard@ninetarconnect.com

ACCEPTED/FILED

JUN 24 2015

Federal Communications Commission  
Office of the Secretary

## ANNUAL REPORTING FOR ALL CARRIERS

54.313  
Completion  
Required  
54.422  
Completion  
Required

(check box when complete)

<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<200> Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input type="checkbox"/> <-- check box if no outages to report		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<300> Unfulfilled Service Requests (voice) 0		<input type="checkbox"/>	<input checked="" type="checkbox"/>
<310> Detail on Attempts (voice)	(attach descriptive document)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)		<input type="checkbox"/>	<input checked="" type="checkbox"/>
<330> Detail on Attempts (broadband)	(attach descriptive document)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)			
<410> Fixed 0.0		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420> Mobile 0.0		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<430> Number of Complaints per 1,000 customers (broadband)		<input type="checkbox"/>	<input checked="" type="checkbox"/>
<440> Fixed		<input type="checkbox"/>	<input checked="" type="checkbox"/>
<450> Mobile		<input type="checkbox"/>	<input checked="" type="checkbox"/>
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> 329007in510.pdf	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> 329007in610.pdf	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<800> Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)?	(if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1000> Voice Services Rate Comparability Certification	Yes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1010>	(attach descriptive document)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<1100> Certify whether terrestrial backhaul options exist (Yes or No)	(if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1110>	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

## Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<2005>	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	(check to indicate certification)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<3005>	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

REDACTED - FOR PUBLIC INSPECTION

**(100) Service Quality Improvement Reporting  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	329007
<015>	Study Area Name	HANCOCK COMMUNICATIONS, INC.
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Kim Gerard
<035>	Contact Telephone Number - Number of person identified in data line <030>	3173232105 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	kgerard@ninetstarconnect.com

**<110>** Has your company received its ETC certification from the FCC? (yes / no) ☐ ☒

If your answer to Line <110> is yes, do you have an existing §54.202(a) "5

**<111>** year plan" filed with the FCC? (yes / no) ☐ ☐

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

**<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.**

Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<113>	Maps detailing progress towards meeting plan targets
<114>	Report how much universal service (USF) support was received
<115>	How much (USF) was used to improve service quality and how support was used to improve service quality
<116>	How much (USF) was used to improve service coverage and how support was used to improve service coverage
<117>	How much (USF) was used to improve service capacity and how support was used to improve service capacity
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.


REDACTED - FOR PUBLIC INSPECTION

(200) Service Outage Reporting (Voice)  
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	329007
<015>	Study Area Name	HANCOCK COMMUNICATIONS, INC.
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Kim Gerard
<035>	Contact Telephone Number - Number of person identified in data line <030>	3173232105 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	kgerard@minestarconnect.com

[illegible]



REDACTED - FOR PUBLIC INSPECTION

**(700) Price Offerings including Voice Rate Data  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	329007
<015>	Study Area Name	HANCOCK COMMUNICATIONS, INC.
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Kim Gerard
<035>	Contact Telephone Number - Number of person identified in data line <030>	3173232105 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	kgerard@nineastarconnect.com

<701> Residential Local Service Charge Effective Date  
<702> Single State-wide Residential Local Service Charge

1/1/2015

[illegible]

~~See attached worksheet~~

REDACTED - FOR PUBLIC INSPECTION

(710) Broadband Price Offerings  
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	329007
<015>	Study Area Name	HANCOCK COMMUNICATIONS, INC.
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Kim Gerard
<035>	Contact Telephone Number - Number of person identified in data line <030>	3173232105 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	kgerard@ninestarconnect.com

[illegible]



REDACTED - FOR PUBLIC INSPECTION

(800) Operating Companies  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0985/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	329007
<015>	Study Area Name	HANCOCK COMMUNICATIONS, INC.
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Kim Gerard
<035>	Contact Telephone Number - Number of person identified in data line <030>	3173232105 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	kgerard@ninestarconnect.com
<810>	Reporting Carrier	Central Indiana Communications, Inc. d/b/a NineStar Communications
<811>	Holding Company	NineStar Connect
<812>	Operating Company	Central Indiana Communications, Inc. d/b/a NineStar Communications

[illegible]

REDACTED - FOR PUBLIC INSPECTION

(900) Tribal Lands Reporting  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	329007
<015>	Study Area Name	HANCOCK COMMUNICATIONS, INC.
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Kim Gerard
<035>	Contact Telephone Number - Number of person identified in data line <030>	3173232105 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	kgerard@ninestarconnect.com

<910> Tribal Land(s) on which ETC Serves

\_\_\_\_\_

**<920> Tribal Government Engagement Obligation**

\_\_\_\_\_

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

[illegible]

# REDACTED - FOR PUBLIC INSPECTION

## (1100) No Terrestrial Backhaul Reporting Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	329007
<015>	Study Area Name	HANCOCK COMMUNICATIONS, INC.
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Kim Gerard
<035>	Contact Telephone Number - Number of person identified in data line <030>	3173232105 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	kgerard@ninestarconnect.com

<1120> Please confirm whether terrestrial backhaul options exist within the supported area pursuant to § 54.313(g) (Yes, No).

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).



# REDACTED - FOR PUBLIC INSPECTION

**(1200) Terms and Condition for Lifeline Customers**  
**Lifeline**  
**Data Collection Form**

FCC Form 481  
 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

<b>&lt;010&gt; Study Area Code</b>	329007
<b>&lt;015&gt; Study Area Name</b>	HANCOCK COMMUNICATIONS, INC.
<b>&lt;020&gt; Program Year</b>	2016
<b>&lt;030&gt; Contact Name - Person USAC should contact regarding this data</b>	Kim Gerard
<b>&lt;035&gt; Contact Telephone Number - Number of person identified in data line &lt;030&gt;</b>	3173232105 ext.
<b>&lt;039&gt; Contact Email Address - Email Address of person identified in data line &lt;030&gt;</b>	kgerard@ninestarconnect.com

**<1210> Terms & Conditions of Voice Telephony Lifeline Plans**

Name of Attached Document

**<1220> Link to Public Website**

HTTP <http://www.ninestarconnect.com/community/lifeline-program/>

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,**
☒
- <1222> Details on the number of minutes provided as part of the plan,**
☒
- <1223> Additional charges for toll calls, and rates for each such plan.**
☒

# REDACTED - FOR PUBLIC INSPECTION

**(2000) Price Cap Carrier Additional Documentation**

**Data Collection Form**

*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<p>&lt;010&gt; Study Area Code</p> <p>&lt;015&gt; Study Area Name</p> <p>&lt;020&gt; Program Year</p> <p>&lt;030&gt; Contact Name - Person USAC should contact regarding this data</p> <p>&lt;035&gt; Contact Telephone Number - Number of person identified in data line &lt;030&gt;</p> <p>&lt;039&gt; Contact Email Address - Email Address of person identified in data line &lt;030&gt;</p>	<p>329007</p> <p>HANCOCK COMMUNICATIONS, INC.</p> <p>2016</p> <p>Kim Gerard</p> <p>3175252105 ext.</p> <p>kgerard@ninestarconnect.com</p>
--	---

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

**Incremental Connect America Phase I reporting**

- <2010> 2nd Year Certification (47 CFR § 54.313(b)(1)i)
- <2011a> 3rd Year Certification (47 CFR § 54.313(b)(1)ii)
- <2011b> Attachment (47 CFR § 54.313(b)(1)ii)

Name of Attached Document(s) Listing Required Information

**Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))**

- <2012> 2013 Frozen Support Calculation (47 CFR § 54.313(c)(1))
- <2013> 2014 Frozen Support Calculation (47 CFR § 54.313(c)(2))
- <2014> 2015 Frozen Support Calculation (47 CFR § 54.313(c)(3))
- <2015> 2016 and future Frozen Support Calculation (47 CFR § 54.313(c)(4))

**Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))**

- <2016> Certification Support Used to Build Broadband

**Connect America Phase II Reporting (47 CFR § 54.313(e))**

- <2017> 3rd year Broadband Service Certification
- <2018> 5th year Broadband Service Certification
- <2019> Interim Progress Certification
- <2020> Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

- <2021> Interim Progress Community Anchor Institutions

Name of Attached Document(s) Listing Required Information

# REDACTED - FOR PUBLIC INSPECTION

[3000] Rate Of Return Carrier Additional Documentation

Data Collection Form

PCC Form 481

OMB Control No. 3060-0055/OMB Control No. 3060-0819

July 2013

<p>&lt;010&gt; Study Area Code</p> <p>&lt;015&gt; Study Area Name</p> <p>&lt;020&gt; Program Year</p> <p>&lt;030&gt; Contact Name - Person USAC should contact regarding this data</p> <p>&lt;035&gt; Contact Telephone Number - Number of person identified in data line &lt;030&gt;</p> <p>&lt;039&gt; Contact Email Address - Email Address of person identified in data line &lt;030&gt;</p>	<p>329007</p> <p>HANCOCK COMMUNICATIONS, INC.</p> <p>2016</p> <p>Kim Gerard</p> <p>3173232105 ext.</p> <p>kgerard@ninestarconnect.com</p>
--	---

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3010) Progress Report on 5 Year Plan  
Milestone Certification (47 CFR § 54.313(f)(1)(i))

Name of Attached Document Listing Required Information

(3011) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

☐

(3012) Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))

Name of Attached Document Listing Required Information

(3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))

(Yes/No) ☒ Yes ☒ No

(3014) If yes, does your company file the RUS annual report

(Yes/No) ☒ Yes ☒ No

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)

☐

(3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☐

(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

Name of Attached Document Listing Required Information

(3018) If the response is no on line 3014, is your company audited?

(Yes/No) ☒ Yes ☒ No

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains

(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications

☐

(3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☐

(3021) Management letter and audit opinion issued by the independent certified public accountant that performed the company's financial audit

☐

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,

☐

(3023) Underlying information subjected to a review by an independent certified public accountant

☐

(3024) Underlying information subjected to an officer certification.

☐

(3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☐

(3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information



# REDACTED - FOR PUBLIC INSPECTION

(3000) Rate Of Return Carrier Additional Documentation (Continued)

Data Collection Form

REC Form 481

Onix Control No. 3000-0903/Onix Control No. 3000-0815

July 2011

<010> Study Area Code	329007
<015> Study Area Name	HANCOCK COMMUNICATIONS, INC.
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Kim Gerard
<035> Contact Telephone Number - Number of person identified in data line <030>	3173232105 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	kgerard@ninetarconnect.com

## Financial Data Summary

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends


# REDACTED - FOR PUBLIC INSPECTION

<b>Certification - Reporting Carrier Data Collection Form</b>	FCC Form 491 OMB Control No. 3060-0586/OMB Control No. 3060-0819 July 2013
---	--

<b>&lt;010&gt; Study Area Code</b>	329007
<b>&lt;015&gt; Study Area Name</b>	HANCOCK COMMUNICATIONS, INC.
<b>&lt;020&gt; Program Year</b>	2016
<b>&lt;030&gt; Contact Name - Person USAC should contact regarding this data</b>	Kim Gerard
<b>&lt;035&gt; Contact Telephone Number - Number of person identified in data line &lt;030&gt;</b>	3173232105 ext.
<b>&lt;039&gt; Contact Email Address - Email Address of person identified in data line &lt;030&gt;</b>	kgerard@ninestarconnect.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

<b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients</b>	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
<small>Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.</small>	

# REDACTED - FOR PUBLIC INSPECTION

<b>Certification - Agent / Carrier</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0086/OMB Control No. 3060-0819 July 2013
---	--

<b>&lt;010&gt; Study Area Code</b>	329007
<b>&lt;015&gt; Study Area Name</b>	HANCOCK COMMUNICATIONS, INC.
<b>&lt;020&gt; Program Year</b>	2016
<b>&lt;030&gt; Contact Name - Person USAC should contact regarding this data</b>	Kim Gerard
<b>&lt;035&gt; Contact Telephone Number - Number of person identified in data line &lt;030&gt;</b>	3173232105 ext.
<b>&lt;039&gt; Contact Email Address - Email Address of person identified in data line &lt;030&gt;</b>	kgerard@ninestarconnect.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) <u>John Staurulakis, Inc.</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: <u>John Staurulakis, Inc.</u>	
Name of Reporting Carrier: <u>HANCOCK COMMUNICATIONS, INC.</u>	
Signature of Authorized Officer: <u>CERTIFIED ONLINE</u>	Date: <u>06/23/2015</u>
Printed name of Authorized Officer: <u>Scott Hiatt</u>	
Title or position of Authorized Officer: <u>CFO</u>	
Telephone number of Authorized Officer: <u>3173263131 ext.</u>	
Study Area Code of Reporting Carrier: <u>329007</u>	Filing Due Date for this form: <u>07/01/2015</u>
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: <u>HANCOCK COMMUNICATIONS, INC.</u>	
Name of Authorized Agent or Employee of Agent: <u>JSI</u>	
Signature of Authorized Agent or Employee of Agent: <u>CERTIFIED ONLINE</u>	Date: <u>06/23/2015</u>
Printed name of Authorized Agent or Employee of Agent: <u>Cassandra Heyne</u>	
Title or position of Authorized Agent or Employee of Agent: <u>Consultant</u>	
Telephone number of Authorized Agent or Employee of Agent: <u>3014597590 ext.</u>	
Study Area Code of Reporting Carrier: <u>329007</u>	Filing Due Date for this form: <u>07/01/2015</u>
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	



Attachments

**Central Indiana Communications, Inc. d/b/a NineStar Communications Demonstration  
of Compliance with Applicable Service Quality Standards and  
Consumer Protection Rules**

In establishing this certification in its *2005 ETC Order*,<sup>1</sup> the FCC found that an ETC must make “a specific commitment to objective measures to protect consumers.”<sup>2</sup> The Commission found that for wireless ETCs, compliance with CTIA’s Consumer Code for Wireless Service would satisfy this requirement” and that the sufficiency of other commitments would be considered on a case-by-case basis.<sup>3</sup> In this context, the FCC stated, “to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement.”<sup>4</sup>

Central Indiana Communications, Inc. d/b/a NineStar Communications (“Company”) hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company is subject to consumer protection obligations under the Indiana Code (IC) and Indiana Administrative Code (IAC). These obligations include, but are not limited to, the following: (1) adherence to Indiana state consumer protection requirements governing telephone providers which include Quality of Service rules as identified in IC 8-1-17.5-24, and Compliance with

---

<sup>1</sup> *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) (“*2005 ETC Order*”).

<sup>2</sup> *Id.* at para. 28.

<sup>3</sup> *Id.* The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: “(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy.” *Id.* at n. 71.

<sup>4</sup> *Id.* at n. 72.

## REDACTED - FOR PUBLIC INSPECTION

Anti-Slamming and Anti-Cramming Procedures as adopted in IC 8-1-29-5, Rule 1.1 170 IAC 7-1.3-8.1; (2) truth-in-billing requirements as required in Rule 1.3 170 IAC 7-1.3-6; and (3) CPNI, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

The Company is subject to consumer protection obligations for broadband services under federal law. These obligations include, but are not limited to, the following: public disclosure of accurate information regarding network management practices, performance, and commercial terms of broadband internet access services; as a means of providing sufficient information for consumers to make informed choices regarding use of such services, and for content, application, service and device providers to develop, market, and maintain internet offerings as specified in F.C.C. 47 C.F.R. Part 8 §8.3. The Company furthermore will comply with all requirements set forth in the *2015 Open Internet Order* when it becomes effective.



**Central Indiana Communications, Inc. d/b/a NineStar Communication's**

**Demonstration of Ability to Function in Emergency Situations**

Central Indiana Communications, Inc. d/b/a NineStar Communications

("Company") hereby certifies that it is able to function in emergency situations as set forth in the Code of Federal Regulations, Title 47, Part 54, Subpart C, §54.202(a)(2)<sup>1</sup> and Rule 1.2, 170 IAC 7-1.2-18 of the Indiana Administrative Code. The Company's voice and broadband network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). The Company can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow the Company to manage traffic spikes throughout its network, as emergency situations require.

Specifically, each central office building is supplied with standby generators and battery back-up that enable the central office to keep running until power is restored so long as fuel is available, or until system changes are made to reroute traffic. In accordance, and compliance, with Rule 1.2, 170 IAC 7-1.2-18, all switching offices or equivalent with installed emergency power generating equipment have a minimum of three (3) hours battery capacity; switching offices or equivalent without installed emergency power generating equipment have a minimum battery capacity of five (5) hours.

---

<sup>1</sup> Section 54.202(a)(2) requires ETCs that are designated by the Commission to "demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations."

REDACTED - FOR PUBLIC INSPECTION

(200) Service Outage Reporting (Voice)  
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	329007
<015>	Study Area Name	HANCOCK COMMUNICATIONS, INC.
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Kim Gerard
<035>	Contact Telephone Number - Number of person identified in data line <030>	3173232105 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	kgerard@ninstarconnect.com
<220>		

&lt;220&gt;

(a)      (b1)      (b2)      (b3)      (b4)      (c1)      (c2)      (d)      (e)      (f)      (g)      (h)

[illegible]

REDACTED - FOR PUBLIC INSPECTION

**(700) Price Offerings including Voice Rate Data  
Data Collection Form**

FCC Form 482

OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	329007
<015>	Study Area Name	HANCOCK COMMUNICATIONS, INC.
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Kim Gerard
<035>	Contact Telephone Number - Number of person identified in data line <030>	3173232105 ext. .
<039>	Contact Email Address - Email Address of person identified in data line <030>	kgerard@ninetarconnect.com

1/1/2015

<703>

[illegible]



REDACTED - FOR PUBLIC INSPECTION

(800) Operating Companies  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0996/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	329007
<015>	Study Area Name	HANCOCK COMMUNICATIONS, INC.
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Kim Gerard
<035>	Contact Telephone Number - Number of person identified in data line <030>	3173232105 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	kgerard@ninestarconnect.com
<810>	Reporting Carrier	Central Indiana Communications, Inc. d/b/a NineStar Communications
<811>	Holding Company	NineStar Connect
<812>	Operating Company	Central Indiana Communications, Inc. d/b/a NineStar Communications

[illegible]